



Care + Warranties

ANDERSON TUFTEX™

ANDERSON TUFTEX 20 YEAR LIMITED RESIDENTIAL BROADLOOM CARPET WARRANTY

The following details the Residential Limited Warranty issued by Shaw Industries, Inc. ("Shaw") for all residential carpets. This warranty applies to purchases of Anderson Tuflex residential carpet made on or after January 1, 2021.

WHO IS COVERED?

This warranty protects you, the original purchaser if you have purchased Anderson Tuflex carpet for your own residential use in an owner-occupied residence. This warranty is transferable only if both parties can supply proof of purchase.

WHAT THIS RESIDENTIAL LIMITED WARRANTY COVERS?

Subject to the conditions and exclusions below, the following outlines the warranty coverage of your Residential Limited Warranty.

This non-prorated warranty includes reasonable labor and material for installation, including stairs, for 20 years after the date of purchase. If a defect covered under this limited warranty should occur, see below under "What Anderson Tuflex Will Do."

- **20 years Quality Assurance** - Will be free of material or workmanship defects.
- **Limited Lifetime Staining** - Will remain stain resistant to most household food and beverage.
- **Limited Lifetime All Pet Stains** - Resist staining caused by pet urine, feces, and vomit.
- **Limited Lifetime Soiling** - Surface pile of the carpet will resist soiling by common household soil.
- **20 years Texture Retention** - Not exhibit significant twist loss or loss of texture from normal foot traffic.
- **20 years Delamination, Tuft bind, & Edge Ravel** - Remain free of delamination, tuft bind failure, and edge ravel issues.
- **10 Year Zipper Warranty** - Shaw Floors Loop Carpets are guaranteed not to "zipper" for up to 10 years. Seams and edges must be properly sealed based on our installation guidelines.
- **20 years Abrasion** - Carpet will lose no more than 10% of the pile face fiber, by weight.
- **20 years Premium Backing** - Carpet backed with Anderson Tuflex's premium backing system(s) (Ex: Softbac Platinum, Lifeguard) will remain free of wrinkles after installation

Anderson Tuflex 30-DAY CUSTOMER SATISFACTION GUARANTEE: Under this guarantee, Anderson Tuflex warrants that we will replace your carpet covered by this Limited Warranty within thirty (30) days of the date of installation if you are not completely satisfied. The replacement will be of a Anderson Tuflex carpet of comparable value but must be of a different style or color. If you request a carpet of greater value, you may pay the difference in price; however, there will be no monetary payment by Anderson Tuflex if

you choose a carpet of lesser value. All charges involved in replacing your carpet, including labor, will be your responsibility.

Your Anderson Tuftex carpet must not have been improperly installed, abused, or damaged. Installation must be in an owner-occupied residence; commercial use is excluded. Claims must be personally inspected by a Anderson Tuftex dealer. Prior to replacement, a claim report must be completed and submitted to Anderson Tuftex. Claims under this guarantee will not be considered for carpet sold as second quality, irregular, used, or mill end. Replacement under the 30-Day Customer Satisfaction Guarantee is limited to one replacement per original carpet purchase.

WHAT CONDITIONS APPLY?

- Installation must be in an owner-occupied residence; commercial use is excluded.
- Indoor installations only.
- Carpet must be correctly installed in a proper indoor installation following the *Carpet & Rug Institute Residential Installation Standard CRI-105*, using a suitable pad that meets FHA/HUD requirements. (Note: Anderson Tuftex recommends a pad with a maximum thickness of 1/2" for optimum performance.) Consult your retailer for details.
- Anderson Tuftex will not provide credit for labor charges for appearance-related manufacturing defects that should have been detected before or during installation, such as missing tufts, dye spots, tears, loose backing, etc.

WHAT IS NOT COVERED?

- Damage from flooding or excessive moisture from existing moisture.
- Burns, cuts, fading, matting, pulls, odor, soiling, staining, tears or damage due to improper installation.
- Crushing caused by furniture, including impressions left by legs of furniture, is not covered by this warranty.
- The texture of any carpet will change to some degree in heavy traffic areas. Such conditions constitute normal wear and tear and are not covered by this warranty, which is intended to protect you from excessive appearance change.
- Changes in carpet color or color fading resulting from external causes, such as fading due to sunlight, are not warrantied.
- Carpet which has been treated after installation with any silicone-based anti-soil treatments.
- Carpet in any non-residential use.
- Carpet installed on stairs without an approved pad.
- Minor and normal texture, feel or color differences between sample and actual carpet.
- Stains from substances such as bleaches (unless covered under the ColorGuard® and Fade Resist Technology), caustic or acidic chemicals, insecticides, paints, shoe polish, lipstick, plant food, iodine, very strong dyes, feces, oil-based substances, and vomit.

- Carpet subjected to abnormal abuse or abusive conditions and damage due to the application of improper cleaning agents. Failure to follow recommended carpet care and cleaning instructions described in **Shaw's Care and Maintenance** brochure may result in damage to your carpet that will not be covered by your warranty. The cleaning of the affected area should begin immediately upon discovery.

PLEASE NOTE: NO CARPET IS ABSOLUTELY STAIN PROOF. While your Anderson Tuftex carpet is inherently stain-resistant, some staining may still occur, especially over time and in high-traffic areas. These carpets will enhance your ability to clean up stains, not prevent stains. Depending on the type of substance causing the stain, removal may require repeated cleanings, and some stains may not be removable. The more time that elapses before removal, the more difficult a stain will be to remove. Anderson Tuftex may, at its sole option, elect to have the affected area of the carpet cleaned professionally.

WHAT IF YOU NEED WARRANTY SERVICE? The Anderson Tuftex Consumer Concierge Team provides information about the proper installation and maintenance of your Anderson Tuftex. If you have other questions, please feel free to email **AskShaw@shawinc.com** or call **844-742-7429**. Ask your Anderson Tuftex retailer for any other warranty statement that may apply to your Anderson Tuftex carpet when you make your purchase.

If you think that there is a defect in your carpet that is covered by this warranty, you must notify the Anderson Tuftex retailer who sold you the carpet. Your retailer will be able to file a claim with Anderson Tuftex for you. If you are unable to contact your retailer, do not receive satisfaction, or need more information regarding proper installation or this warranty, please contact **Shaw at: Shaw Industries, Attn: Financial Services, P.O. Box 2128, Mail Drop 026-01, Dalton, GA 30722-2128**. Be sure to include a full description of the problem, photos if available, and proof of purchase showing the price paid for the carpet excluding pad and labor.

WHAT Anderson Tuftex WILL DO: Should a defect covered under this warranty above be found, the affected area will be repaired to conform to the warranty. If Anderson Tuftex determines repair is not commercially practical, Anderson Tuftex may, at its sole option, replace the affected product or refund the proportional purchase price for the affected area. Anderson Tuftex will pay the reasonable costs for freight and for labor if within 20 years of the date of purchase where applicable. Any costs incurred for the moving of equipment, furnishings, partitions and the like, that were installed over the carpet, will be at your sole expense. Any moisture-related testing (i.e. Calcium Chloride, % Relative Humidity, and pH) is not the responsibility of Anderson Tuftex and all issues related to moisture, including any product-related issues, are excluded from this warranty.

IMPLIED WARRANTIES: NO IMPLIED WARRANTIES, INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, EXTEND BEYOND THE TERM OF THIS WRITTEN Anderson Tuftex WARRANTY By implied warranties, we mean ones that the law presumes to have been given by the seller even though they aren't set out in writing.

PLEASE NOTE: Some states do not allow the exclusion or limitation of incidental or consequential damages, or limitations on how long an implied warranty lasts, so the above limitation or exclusion may not apply to you.

YOU HAVE LEGAL RIGHTS UNDER THIS WARRANTY. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. Except for these rights, the remedies provided under this warranty states the limit of Anderson Tuftex.

CARPET CARE & MAINTENANCE GUIDE

PREVENTATIVE MAINTENANCE

NOTE: Like other fine furnishings, carpet requires proper care, and you should reference your residential warranty for specific care requirements. There are also a few simple steps you can take to insure the lasting beauty of your new carpet.

PREVENTION

Keep the dirt/soil out. Use walk-off mats at entrances and other areas to keep outside dirt and moisture from being tracked onto the carpet. Clean mats frequently. Keep your sidewalks and entrances free of excessive dirt.

VACUUM FREQUENTLY

The best way to reduce dirt accumulation and prolong the life of your carpet is to vacuum, vacuum, vacuum! Most dirt, even dust, is in the form of hard particles. When left in the carpet, these gritty, sharp particles abrade the pile as effectively as sandpaper. How frequently should you vacuum? That depends on the amount of foot traffic and household soil to which your carpet is exposed. More use means more frequent vacuuming. Shaw recommends a vacuum cleaner with a rotating brush or “brush/beater bar” to agitate the pile and mechanically loosen soil particles. The exception to this is for shag styled products with longer yarns which might tend to wrap around a rotating brush. For these styles we recommend a suction-only vacuum. Also, be aware that some vacuums have overly aggressive action which may damage the surface of your carpet. An inexpensive, less efficient vacuum can remove surface dirt but will not effectively remove the hidden particles embedded in the pile.

NOTE: For your vacuum to conform to the highest industry standards, make sure that it is certified through the Carpet and Rug Institute (CRI) Seal of Approval/Green Label Vacuum Cleaner Program. Visit <https://www.carpet-rug.org/> for details and listings.

GENERAL STAIN REMOVAL INSTRUCTIONS

SPOTS & SPILLS

Prompt attention to spots and spills is essential. Some spilled materials will stain or discolor carpet if not removed promptly. Other spills can leave a sticky residue that may result in increased soiling if not removed.

While bleach affects fibers differently, it can cause issues with the backing by causing delamination and can degrade the construction of the carpet. Bleach cannot be used as a cleaner. Over time, bleach can degrade the fiber.

Bleach spills: Blot the area of the bleach spill using a towel and rinse with water by using a wet towel. Be sure to remove all the liquid by blotting, never rub the carpet fibers as this can cause the yarn to untwist. It would be best to follow the blot/rinse technique by flushing and extracting using a portable carpet extractor.

No carpet is stain proof, although many are stain resistant, which allows time for removal.



SCRAPE: Remove as much of food spills as possible by scraping gently with a spoon or dull knife.



ABSORB: Absorb wet spills as quickly as possible by blotting repeatedly with white paper or cloth towels.



BLOT: Always blot; never rub or scrub abrasively, as a fuzzy area may result. When blotting, work from the outer edge in toward the center of the spot to avoid spreading the spill.



RINSE: Always follow up with water to remove detergent residue that may become sticky and cause rapid resoiling.



WEIGHT: Remove remaining moisture by placing several layers of white towels over the spot and weigh them down with a heavy object that will not transfer color, such as a plastic jug of water.

STAIN REMOVAL/CLEANING SOLUTIONS

SPOT REMOVAL:

Shaw's Total Care Stain & Soil Remover is recommended for all types of spot cleaning and is available from your floor covering retailer or through www.shawfloors.com. It is approved under the Carpet and Rug Institute's (CRI) Seal of Approval certification. Additional cleaning products in the CRI certification program are listed at www.carpet-rug.org. Do not use any household cleaners other than those listed in this program, since many household products contain chemicals that may permanently damage your carpet. If one of the recommended products is not readily available you may use the guidelines below:

- Some disinfectants contain chemicals that can stain, discolor and cause general harm to your flooring product. Quaternary Ammonium Salts are among those that have been found to be harmful to your flooring when used over time. Take care to choose pH neutral products only.

STAIN REMOVAL PROCEDURES

See shawfloors.com/care for stain and soil removal procedures.

Please reference your specific warranty for covered stains. The stain removal procedures recommended on the following page are provided to assist in maintaining your carpet and reflect the best information available. Remember, **no carpet is stain proof.**

WARNING: Certain products found in most homes can cause irreparable damage to your carpet. Bleaches, tile cleaners, mildew removers, oven cleaners, drain openers, pesticides, and some plant foods can have

strong chemicals which discolor or dissolve carpet fibers. Acne medications containing benzoyl peroxide, a very powerful bleach, are capable of permanently damaging your carpet and most other fabrics as well.

REMINDER: With any stain, scrape or blot up excess spill prior to procedure. Always follow up with water to remove detergent residue that may become sticky and cause rapid resoiling.

CLEAN MOST FREQUENTLY USED AREAS MORE OFTEN: The most frequently used areas of your carpet—entrances, doorways, traffic lanes, seating areas, etc. will collect dirt much faster than other areas. By cleaning these areas when they first show signs of soiling you can prevent the dirt from spreading to the rest of the carpeted areas of the house.

PROFESSIONAL CLEANING: Periodic professional cleaning of the overall carpet is highly recommended. The frequency of overall cleaning may vary depending on the level and type of traffic and the conditions to which your carpet is exposed. This may range from as little as 6 months to 24 months between cleanings. Your carpet should be properly cleaned at least once every 24 months to maintain its appearance and useful life.

Shaw recommends only hot water extraction, utilizing carpet cleaning products, equipment, and systems certified through the Carpet and Rug Institute's Seal of Approval Program. These products are listed at carpet-rug.org. **Warning:** Non-approved cleaning products and topical treatments, applied by you or by a professional carpet cleaner, may result in damage to your carpet that will not be covered by your warranty.

DO-IT-YOURSELF SYSTEMS: If you decide to rent a steam cleaning machine and do it yourself, remember recommended carpet cleaning equipment and cleaning products should have certification in the CRI Seal of Approval Programs (www.carpet-rug.org).